

# HCAHPS\_National

Based on Survey of Patients' Hospital Experiences (HCAHPS) – National Average

HCAHPS Question	HCAHPS Answer Description
How often did nurses communicate well with patients?	Nurses always communicated well
How often did doctors communicate well with patients?	Doctors always communicated well
How often did patients receive help quickly from hospital staff?	Patients always received help as soon as they wanted
How often was patients' pain well controlled?	Pain was always well controlled
How often did staff explain about medicines before giving them to patients?	Staff always explained
How often were the patients' rooms and bathrooms kept clean?	Room was always clean
How often was the area around patients' rooms kept quiet at night?	Always quiet at night
Were patients given information about what to do during their recovery at home?	Yes, staff did give patients this information
How do patients rate the hospital overall?	Patients who gave a rating of 9 or 10 (high)
Would patients recommend the hospital to friends and family?	YES, patients would definitely recommend the hospital

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